

MEETING OF THE GOVERNOR AND CABINET
AS HEAD OF THE DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
July 31, 2007

AGENDA

Agency Contact: Lee Ann Korst, 850/617-3100

1. Respectfully submit the Minutes for the June 12, 2007, Cabinet meeting.
Attachment #1.
Recommend.
2. Respectfully submit the Annual Performance Contract, 2007-2008 Fiscal Year.
Attachment #2.
Recommend.

ATTACHMENT 1

THE CABINET
STATE OF FLORIDA

Representing:

DIVISION OF BOND FINANCE

FINANCIAL SERVICES COMMISSION, OFFICE OF
FINANCIAL REGULATION

FINANCIAL SERVICES COMMISSION, OFFICE OF
INSURANCE REGULATION

DEPARTMENT OF VETERANS' AFFAIRS

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

DEPARTMENT OF LAW ENFORCEMENT

BOARD OF TRUSTEES, INTERNAL IMPROVEMENT TRUST FUND

STATE BOARD OF ADMINISTRATION

The above agencies came to be heard before
THE FLORIDA CABINET, Honorable Governor Crist
presiding, in the Cabinet Meeting Room, LL-03, The
Capitol, Tallahassee, Florida, on Tuesday, June 12,
2007, commencing at 9:00 a.m.

Reported by:
JO LANGSTON
Registered Professional Reporter
Notary Public

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APPEARANCES:

Representing the Florida Cabinet:

CHARLIE CRIST
Governor

CHARLES H. BRONSON
Commissioner of Agriculture

BILL McCOLLUM
Attorney General

ALEX SINK
Chief Financial Officer

* * *

I N D E X

DIVISION OF BOND FINANCE

(Presented by BEN WATKINS)

ITEM	ACTION	PAGE
1	Approved	5
2	Approved	5
3	Approved	6
4	Approved	6
5	Approved	6
6	Approved	11

FINANCIAL SERVICES COMMISSION, OFFICE OF
FINANCIAL REGULATION

(Presented by DON SAXON)

ITEM	ACTION	PAGE
1	Approved	12
2	Approved	13
3	Deferred	16

FINANCIAL SERVICES COMMISSION, OFFICE OF
INSURANCE REGULATION

(Presented by KEVIN McCARTY)

ITEM	ACTION	PAGE
1	Approved	17
2	Approved	18
3	Approved	19
4	Approved	20
5	Approved	23
6	Approved	24
7	Approved	24
8	Approved	26
9	Approved	23

DEPARTMENT OF VETERANS' AFFAIRS

(Presented by ADMIRAL LeROY COLLINS)

ITEM	ACTION	PAGE
1	Approved	30

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

(Presented by ELECTRA BUSTLE)

ITEM	ACTION	PAGE
1	Approved	31
2	Approved	31
3	Approved	31

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DEPARTMENT OF LAW ENFORCEMENT
(Presented by JERRY BAILEY)

ITEM	ACTION	PAGE
1	Approved	38
2	Approved	42
3	Approved	42

BOARD OF TRUSTEES, INTERNAL IMPROVEMENT TRUST FUND
(Presented by MICHAEL SOLE)

ITEM	ACTION	PAGE
1	Approved	43
2	Approved	43
3	Approved	44
4	Approved	45
5	Deferred	45
6	Deferred	45
7	Approved	46
8	Approved	61
9	Deferred	63

STATE BOARD OF ADMINISTRATION
(Presented by COLEMAN STIPANOVICH)

ITEM	ACTION	PAGE
1	Approved	64
2	Approved	64
3	Approved	65
4	Approved	65
5	Approved	65
6	Approved	66
7	Approved	66
8	Approved	67
9	Approved	67
10	Approved	67
11	Approved	69
12	Approved	69

CERTIFICATE OF REPORTER	70
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1 GOVERNOR CRIST: Highway Safety and Motor
2 Vehicles. Electra, good morning.

3 MS. BUSTLE: Good morning, Governor and Cabinet.
4 We have three items today on the agenda. The first
5 item is the approval of the minutes from our meeting on
6 January 30th, 2007.

7 ATTORNEY GENERAL McCOLLUM: So moved.

8 COMMISSIONER BRONSON: Second.

9 GOVERNOR CRIST: Moved and seconded. Show it
10 approved without objection.

11 MS. BUSTLE: Thank you. Our second item is our
12 quarterly report for the quarter that ended December
13 2006.

14 ATTORNEY GENERAL McCOLLUM: I move it.

15 COMMISSIONER BRONSON: Second.

16 GOVERNOR CRIST: Moved and seconded. Show it
17 approved without objection.

18 MS. BUSTLE: The third item on the agenda is the
19 quarterly report for the quarter that ended March 2007,
20 just before I took the appointment.

21 COMMISSIONER BRONSON: Motion on Item 3.

22 GOVERNOR CRIST: Is there a second?

23 CFO SINK: Second.

24 GOVERNOR CRIST: Moved and seconded. Show it
25 approved without objection.

1 CFO SINK: Governor?

2 GOVERNOR CRIST: CFO Sink.

3 CFO SINK: I'd just like to ask Electra, since
4 she's had her first -- passed her first hundred days in
5 office, correct, to just give us a little update on the
6 activities that she's been involved in in the first
7 hundred days.

8 GOVERNOR CRIST: That would be great. If you
9 could highlight, too, your customer service expansion,
10 that would be wonderful.

11 MS. BUSTLE: Absolutely. Thank you very much for
12 the opportunity. It has been an exciting 100 days.
13 And I think on March 7th I told you I hit the ground
14 running, and we have. We have worked as an agency.
15 And there have been a lot of surprises, great
16 surprises, and then some areas for improvement that we
17 have found.

18 We have focused on four major areas; customer
19 service, Governor, being the main focus. We've also
20 looked at strategic planning, and we are in the process
21 of creating a strategic plan, communications both
22 internal and external with our partners, as well as our
23 workforce issues.

24 Our customer service focus has really been a great
25 initiative, I think. And it really has come from the

1 ground up. Our driver's license folks have come and
2 stepped up to the plate to look for ways to improve the
3 way we do business.

4 We're instituting a five star customer service
5 improvement plan. It's going to focus on performance
6 measures. It's important to measure what matters and
7 measure what we're doing so we know where we need to
8 improve.

9 We're going to look at service level improvements,
10 customer education, facility improvements -- we have
11 over 200 facilities statewide, FHP as well as driver's
12 licenses -- technology improvements and employee
13 development, all of which will, we believe, come
14 together to improve customer service in the end.

15 We've done -- there are about five things that we
16 have either started or will be starting shortly, and I
17 want to just talk about those. The hours of operation,
18 one of the first things we have implemented is changing
19 the four-day workweek to the five-day workweek, with
20 Mondays opening.

21 And I do have some stats. We've been open on
22 Mondays for three weeks, and it's the first time in
23 over 16 years. And what we had hoped is actually
24 coming true. What we are seeing is a leveling off of
25 numbers of customers coming in Tuesday, Wednesday,

1 Thursday and Friday, with Monday being open, which
2 means our folks in the offices can serve more customers
3 and serve them in a more appropriate manner.

4 As opposed to lines being out the door, we're
5 finding that those customers coming in Monday are
6 leveling out the numbers coming in the rest of the
7 week.

8 For instance, on Tuesdays and Wednesdays, we've
9 seen almost a ten percent reduction in the number of
10 customers coming in because Mondays are picking up some
11 of that. And that means better service to them. The
12 driver's license examiner is able to spend more time
13 with the individual and there's not as much stress with
14 the lines backing up.

15 The tax collectors also are telling us their lines
16 and their problems on Mondays have changed because
17 we've opened up on Monday. So it's been an all-around
18 good partnership, and we're seeing some significant
19 decreases in times, wait times. So we're excited about
20 that.

21 GOVERNOR CRIST: If I might just inject here, this
22 is such a radical idea, that you actually have people
23 work five days a week. And it's the first time in 16
24 years. I just wanted to add emphasis to what your
25 leadership has provided to the people of Florida, and

1 thank you very much for it.

2 MS. BUSTLE: Thank you. Thank you, Governor.
3 What we have seen, we've already served in those three
4 weeks over 50,000 customers on Mondays, and it's
5 increasing every Monday as the word continues to get
6 out.

7 We've also done customer satisfaction surveys in
8 the offices as well as online. In the last two weeks
9 we've received almost 700, and 80 percent of them show
10 that they had a good experience with the office and
11 waited less than 30 minutes. And I think our focus
12 collectively on customer service has now gone down to
13 the driver's license examiner, and it's their focus on
14 customer service. So we are leading by example, and
15 that is just the way to do it.

16 We also are, in the next two or three months,
17 adding kiosks to most of our driver's license offices
18 that have 40,000 transactions or greater, which is our
19 busier offices. That will allow people who come in who
20 don't necessarily have to stand in line to go ahead and
21 take care of their business via the Internet. It
22 allows them also maybe to fill in some applications so
23 that when they get up there in line, things have
24 already been filled out. Again, a customer service,
25 customer time savings initiative.

1 Credit cards, another item that we are looking at.
2 We had only cash and check in the office for, I think,
3 the last 30-plus years. And we're looking at
4 opportunities to allow credit cards in the office.
5 And, CFO Sink, your team has been working diligently
6 with us to find a way to get that done, and we expect
7 by the end of the year to have that as well, that
8 opportunity in the driver's license offices.

9 The other thing that's interesting is we're going
10 to be piloting queue systems in the offices. We
11 currently do not have an electronic mechanism to judge
12 or measure wait times. Most tax collectors who do
13 driver's license business do use a queue system.

14 And we'll be piloting that with the expectation of
15 going statewide next year after a legislative budget
16 request. And that allows management from wherever you
17 are in the state to be watching wait times. And if
18 something gets a little off skew, you can actually send
19 folks in to assist. You can develop a resource plan,
20 things to that effect. So it's a sure way of measuring
21 how we're doing statewide and a tool for management.

22 So we're excited about those initiatives. We're
23 also excited about some of the strategic planning. We
24 feel like if we plan for the future, we'll be able to
25 get there faster and be more productive in terms of our

1 goals and our initiatives. And I want to thank you for
2 the opportunity to serve the State. It's been
3 exciting. It's a great opportunity at the Department.
4 And we as an agency are looking forward to continuing
5 the initiative.

6 GOVERNOR CRIST: Thank you very much.

7 MS. BUSTLE: Thank you.

8 GOVERNOR CRIST: Great job.

9 CFO SINK: Governor, let me just point out one
10 thing that I picked up, and I hope this is right, that
11 they're measuring our insured rate at 94 percent in
12 Florida. And regardless of what happens or doesn't
13 happen with PIP, I think that's a number we've got to
14 really stay on top of, is the rate of insured motorists
15 in our state.

16 MS. BUSTLE: And if I may, the national average is
17 14 percent. So we are way --

18 CFO SINK: Fourteen percent uninsured.

19 MS. BUSTLE: I'm sorry. Correct, yes. We are way
20 above the national average, which is terrific, and
21 that's our folks staying on top of the ones that allow
22 the insurance to lapse. Thank you.

23 CFO SINK: Thank you.

24 GOVERNOR CRIST: Thank you very much.

25

DHSMV Minutes Approval Page – June 12, 2007

Charlie Crist
Governor

Electra Theodorides-Bustle
Executive Director

ATTACHMENT 2

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

*Providing Highway Safety and Security
through Excellence in Service, Education, and Enforcement*



Annual Performance Contract

2007 - 2008 Fiscal Year

Electra Theodorides-Bustle, Executive Director

Executive Direction and Support Services	
Office of Executive Director and the Division of Administrative Services	
<ul style="list-style-type: none"> Agency administration and support costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions 	5.40% / 6.42%
Florida Highway Patrol	
Highway Safety Services	
<ul style="list-style-type: none"> Florida death rate on patrolled highways per 100 million vehicle miles of travel * National average death rate on highways per 100 million vehicle miles of travel * Alcohol-related death rate per 100 million vehicle miles of travel * Number of crashes investigated by FHP Percent change in number of crashes investigated by FHP Annual crash rate per 100 million vehicle miles of travel on all Florida roads * Number of hours spent on traffic homicide investigations Number of cases resolved as a result of traffic homicide investigations Average time (hours) spent per traffic homicide investigation Percent of recruits retained by FHP for 3 years after the completion of training Actual average response time (minutes) to calls for crashes or assistance Number/percent of duty hours spent on preventive patrol by law enforcement officers Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots Number/percent of duty hours spent on crash investigations by law enforcement officers Number/percent of duty hours spent on crash investigations by community service officers Number/percent of time spent on non-patrol support activities by law enforcement officers Average time (hours) to investigate crashes (long form) Average time (hours) to investigate crashes (short form) Average time (hours) to investigate crashes (non-reportable) Number/percent of duty hours spent on law enforcement officer assistance to motorists Number of motorists assisted by law enforcement officers Number of training courses offered to FHP recruits and personnel Number of students successfully completing training State seat belt compliance rate * Percent change in seat belt use * Percent of closed criminal investigations which are resolved Number/percent of duty hours spent on criminal investigations Number/percent of duty hours spent on professional compliance investigations Number/percent of duty hours spent on polygraph examinations Number/percent of duty hours spent on non-investigative support activities 	1.70 1.5 0.64 200,361 1% 131 156,284 1,728 90.44 90% 26 1,006,389 / 41% 1,195 / 50% 326,447 / 14% 10,707 / 29% 654,577 / 29% 2.17 1.35 0.65 111,635 / 5% 313,277 45 1,224 67.50% 1% 80% 56,199 / 60% 5,293 / 6% 5,885 / 5% 25,250 / 29%
Executive Direction and Support Services	
<ul style="list-style-type: none"> Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions 	1.41% / 1.18%

* Indicates a calendar year calculation

Licenses, Titles, and Regulations (Motorist Services)	
Driver Licensure	
• Percent of customers waiting 15 minutes or less for driver license service	50%
• Percent of customers waiting 30 minutes or more for driver license service	35%
• Average number of corrections per 1,000 driver records maintained	4
• Number of driver licenses issued	5,418,644
• Number of identification cards issued	852,315
• Number of written driver license examinations conducted	1,561,590
• Number of road tests conducted	492,055
Motorist Financial Responsibility Services	
• Percent of motorists complying with financial responsibility	96%
• Number of insured motorists	12,180,000
Identification and Control of Problem Drivers	
• Percent of DUI course graduates who do not recidivate within 3 years of graduation	86%
• Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown)	2,356 / -27%
• Number of problem drivers identified	1,866,461
Mobile Home Compliance and Enforcement Services	
• Ratio of warranty complaints to new mobile homes titled	1 : 154
• Number of mobile homes inspected	14,800
Vehicle and Vessel Title and Registration Services	
• Percent of motor vehicle / vessel titles issued without error	92%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement	50
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement	3%
• Average cost to issue a motor vehicle / vessel title	\$2.12
• Number of motor vehicle and mobile home titles issued	6,700,000
• Number of motor vehicle and mobile home registrations issued	21,446,037
• Number of vessel titles issued	270,879
• Number of vessel registrations issued	1,046,445
• Average number days to issue a vehicle title	3
• Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirement for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1 : 8
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	36,319
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	99%
• Number of automobile dealers licensed	12,800
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits	\$1.73 : 1
• Number of International Fuel Use Tax and International Registration Plans accounts audited	350
• Number of motor carriers audited per auditor, with number of auditors shown	22 : 14
Executive Direction and Support Services	
• Percent program administration and support costs and positions compared to total program costs and positions	2.13% / 2.19%
Information Technology	
Kirkman Data Center	
• Percent of customers who rate services as satisfactory or better as measured by survey	90%

The Government Performance and Accounting Act of 1994 requires agencies meet performance standards as specified in the annual General Appropriations Act. This contract contains the performance expectations for each of the Department of Highway Safety and Motor Vehicles' programs for Fiscal Year 2007-2008. The performance issues will be complemented by a variety of other Governor and Cabinet, legislatively, and criminal justice mandated responsibilities and services. Results of program performance will be reported quarterly and a final report will be submitted to the Governor and Cabinet at the end of the fiscal year.

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